

CITY OF RICHMOND

JOB DESCRIPTION

POSITION TITLE: Customer Service Manager

PAY GROUP: G-9

FLSA STATUS: Non-Exempt

JOB SUMMARY: The Customer Service Manager is charged with projecting a positive and up-to-date image for the City of Richmond. Continually seeks ways to improve the efficiency of internal operations and customer interaction utilizing technology, the City's website and social media. The Manager will also manage, direct, assign, assist and review daily operations of the Customer Service Department. This position is also responsible for the timely and accurate billing of all utility customers on a monthly basis. The Manager manages customer questions, complaints, and billing inquiries with the highest degree of courtesy, accuracy and professionalism.

REPORTING RELATIONSHIP:

Reports to: Finance Manager

Supervises: Customer Service Specialists

ESSENTIAL JOB FUNCTIONS

- Plans and supervises the daily activities and employees in the Customer Service Department.
- Responsible for the accuracy in the daily operations. (billing, collecting, balancing, closing out, deposits, and etc.)
- Ability to explain and perform highly complex mathematical calculations to customers and employees.
- Coordinate with the third-party contractor to schedule meter reading in order to timely and accurately bill all customers.
- Reviews and reconciles various reports and accounts.
- Provides various reports and information to the City Manager, Public Works Director, Superintendents, City Secretary, Finance Director and Auditor.

- Responsible for the timely billing of utility accounts for all City accounts and contracted Municipal Utility Districts.
- Researches and responds to citizens regarding inquiries regarding utility activity in a timely and professional manner.
- Approves adjustments that should be made to utility accounts concerning meter problems. (leaks, over-reads, broken meters, etc.)
- Applies adjustments for billing and collecting.
- Maintains and updates complex fees for services according to city ordinances, and rate orders established by various Municipal Utility Districts in which the City had contracted its services.
- Responsible for importing and exporting utility account information on meter reading hand-held devices utilizing specialized software.
- Approves coordination forms for the placement of new water taps between the Permits department and Water Production department.
- Keeps official city log of water taps.
- Reconciles all garbage billing between third party provider and City's billing records on a monthly basis.
- Prepares and mails special notices to customers when necessary.
- Types various correspondence and/or compiles various reports, documents, correspondence and information.
- Prepares bank deposits, deposit refunds and verifies bank receipts.
- Works effectively as a team with co-workers and promotes effective teamwork within the department.
- Strives for and promotes excellent customer service within the department.
- Exhibits punctuality for work
- Review and evaluate employees' job performance.

- Performs all duties of a Customers Service Specialists and Billing Specialist as needed.
- Provides general and specific information to the public and does so in an accurate business-like and courteous manner.
- Communicates effectively and courteously with citizens in person, on the telephone and in writing.
- Maintains Customer Service Department budget.
- Communicates with other City departments regarding interoffice procedures and requirements to ensure effective workflow.
- Maintains familiarity with current law, procedures and policies that affect the areas of responsibility.
- May be required to deliver documents or other materials and information to other City departments or entities outside City government.
- May be required to perform basic research for information contained in records and files.
- May be required to attend classes and seminars related to the work assignment.
- May assist other sections or departments in dealing with unusual workloads and/or to provide minimum staff coverage as needed or required.

ADDITIONAL FUNCTIONS OF THE JOB

- Performs other job related functions as assigned or apparent.
- May be required to be on call for the after hours and weekend, which would entail carrying a City phone on certain occasions.

KNOWLEDGE, SKILLS AND ABILITIES**Knowledge:**

- Knowledge of City organization and functions.

- Specialized knowledge of an area such as utility billing, collection, delinquent account techniques, banking procedures and basic bookkeeping procedures.
- Knowledge of utility record retention laws, open record laws pertaining to utility accounts and state laws applicable to utility services.
- Knowledge of and ability to operate office machines including, but not limited to: personal computers and software, photocopiers, fax machines, typewriters, calculators and two-way radio.
- Knowledge of general office procedures, policies and methods.

Skills and Abilities:

- Ability to work with extensive detail while maintaining a high degree of accuracy.
- Ability to work with hostile, angry or frustrated individuals while remaining calm and objective about the issue at hand.
- Ability to work independently with minimum supervision.
- Ability to prioritize job duties, multi-task and be well organized.
- Ability to operate a ten-key adding machine by touch with accuracy.
- Ability to proofread material to ensure accuracy.
- Ability to perform complex mathematical calculations.
- Ability to effectively interact with all employees, and establish and maintain effective relationships with superiors, employees and the public.
- Ability to safeguard sensitive or confidential information from intentional or unintentional disclosure.
- Ability to present a "positive image" of the City /Department.
- Ability to make independent decisions.
- Ability to analyze and evaluate existing procedures in billing, collecting and Customer Service and make improvements to enhance operational efficiency.

- Ability to be flexible and adaptable to change.

MINIMUM EDUCATION, CERTIFICATION AND EXPERIENCE QUALIFICATIONS:

- Must possess a high school diploma or GED.
- College degree or hours in Business Administration or a related field preferred.
- Spanish speaking preferred
- Minimum of four (4) years supervisory experience.
- Minimum of (6) four years experience in a customer service function providing services and/or information to customers, which involved cash collecting, general bookkeeping, auditing accounts and reconciling reports.
- Experience with Tyler Technologies/Incode software a plus.

PHYSICAL DEMANDS:

- Standing/Walking: While waiting on customers; loading forms and paper into printer; using copy machines. Standing or walking on carpet, tile and hard wood flooring.
- Sitting: While doing all deskwork; entering data on the computer; talking on the telephone; waiting on customers.
- Reaching/Handling/Fine Dexterity: Reaching for files, when answering phone, obtaining printouts from computer, when storing and retrieving office supplies. Operating personal computer, cellular telephone, calculator, typewriter, copy machine, postage machine, and fax machine.
- Vision: Required when typing; working on computer; reading computer generated reports, customer correspondence, text messages, files, and driving to classes and seminars. Required to perform all tasks associated with this job.
- Pushing/Pulling: Pushing and pulling file cabinet drawers (1-5 lb.); cash drawers.

- Kneeling/Crouching/Crawling/Bending/Twisting: Obtaining files from lower file drawers and shelves, storing and obtaining office supplies from lower shelves. When loading printer paper into any printer or copy machine.
- Climbing/Balancing: On step stool or ladder to obtain files or records. Required for climbing steps in two or more story buildings.
- Hearing/Talking: When handling customers and employee's questions and problems in person and on the phone.
- Foot Control: May be required for driving to attend classes and seminars.
- Lifting/Carrying: May have to carry computer paper, copy paper, binders and office supplies.

This Job Description does not constitute an employment agreement between the City of Richmond and the employee. This position is subject to change by the employer as the needs of the employer and requirements of the job change.

Employee Signature

Date

Revised: 10/2016